

CITGO BENEFITS CONTACT INFORMATION

Effective January 1, 2012

MEDICAL

UNITEDHEALTHCARE

Customer Service Center - 1-866-317-6359

NurseLine Services: PIN: 980

Pre-determinations and Pre-certifications

www.myuhc.com

FIND A DOCTOR at www.myuhc.com

CANCER & TRANSPLANT RESOURCE SERVICES

Customer Service - 1-866-317-6359

MENTAL HEALTH HOSPITALIZATION

Customer Service - 1-888-231-4886

PRESCRIPTION DRUG

UNITEDHEALTHCARE – Until December 31, 2011

Customer Service - 1-866-317-6359

www.myuhc.com

CVS CAREMARK – Effective January 1, 2012

Customer Service - 1-855-802-4381

www.caremark.com

DENTAL

CIGNA DENTAL – Until December 31, 2012

Customer Service - 1-800-244-6224

www.mycigna.com

METLIFE – Effective January 1, 2012

Customer Service - 1-800-942-0854

www.metlife.com/mybenefits

VISION

UNITEDHEALTHCARE VISION

Customer Service - 1-800-638-3120

www.myuhcvision.com

EMPLOYEE ASSISTANCE PROGRAM

UNITED BEHAVIORAL HEALTH

Customer Service - 1-888-231-4886

www.liveandworkwell.com

Access Code: 42920

FLEXIBLE SPENDING ACCOUNTS (FSA)

UHC HEALTH CARE ACCOUNTS

Customer Service – 1-800-331-0480

Fax: 915-231-1709 Toll Free Fax: 866-262-6354

www.myuhc.com

COBRA & HIPAA INFORMATION

CERIDIAN COBRA SERVICES

1-800-877-7994

HIPAA CERTIFICATE OF COVERAGE

1-800-525-5249

LIFE & DISABILITY INQUIRIES

CITGO BENEFITS HELPLINE

Claims Customer Service - 1-888-443-5707

E-Mail: benefits@CITGO.com

401(k) AND THRIFT PLANS

FIDELITY

Customer Service - 1-800-256-401K (CITGO)

1-800-587-5282 (general - Spanish language)

1-877-833-9900 (International toll free number)

1-800-847-0348 (TDD number)

www.401k.com

HEALTH SAVINGS ACCOUNTS (HSA)

FIDELITY

Customer Service - 1-800-544-3716

www.netbenefits.com or www.401k.com

LONG TERM CARE

JOHN HANCOCK LIFE INSURANCE COMPANY

Customer Service - 1-800-881-3786

www.http://citgo.jhancock.com

User name: citgo

Password: mybenefit